

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Division of Alcohol and Drug Abuse

Demographics

		Total State Served ^a	Total Survey Returns	CSTAR Women	CSTAR Women Alternative	CSTAR Child/Adolescent	CSTAR General	GTS Adult	Methadone
SEX	Male	59.9%	59.8%	0.3%	0%	60.5%	66.0%	81.7%	60.8%
	Female	40.1%	40.2%	99.7%	100.0%	39.5%	34.0%	18.3%	39.2%
RACE	White	68.4%	72.3%	58.5%	54.3%	76.3%	70.4%	81.5%	57.1%
	Black	30.0%	21.9%	37.1%	40.7%	16.6%	22.0%	13.3%	36.1%
	Hispanic	0.3%	1.6%	1.5%	1.2%	2.5%	1.3%	1.4%	2.0%
	Native American	0.4%	1.9%	1.5%	1.2%	0.4%	2.9%	2.0%	2.9%
	Pacific Islander	0.2%	0.2%	0.3%	0%	0%	0%	0.2%	0.5%
	Other	0.8%	2.1%	1.2%	2.5%	4.1%	3.5%	1.5%	1.5%
AGE	0-17	10.7%	13.0%	0%	0%	98.8%	1.0%	0.7%	0%
	18-49	84.7%	79.7%	96.1%	95.1%	1.2%	92.7%	93.0%	73.7%
	50+	4.6%	7.3%	3.9%	4.9%	0%	6.4%	6.2%	26.3%

^a The Total Served represents demographics based on the number of people served in April 2000 according to DMH billing records.

Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

	Number Served April 2000	Number Forms Returned	Percent of Served Returned
Total ADA✓	9142*	1972	21.6%
CSTAR Women	1819	263	14.5%
CSTAR Women Alternative	122	83	68.0%
CSTAR Child/Adolescent	782	247	31.6%
CSTAR General	1505	325	21.6%
GTS Adult	4638	836	18.0%
GTS Child/Adolescent	83	0	0%
Methadone	467	218	46.7%

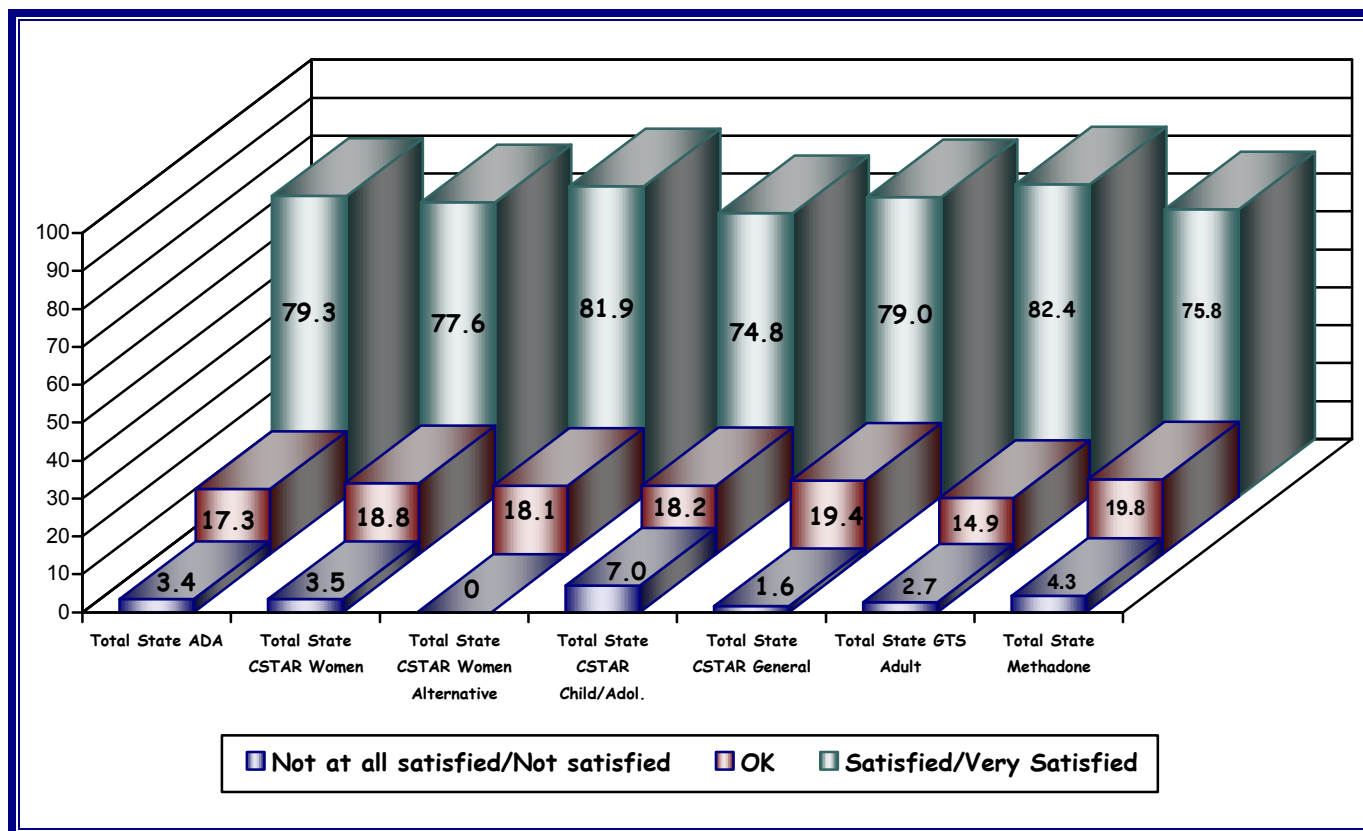
✓ Does not include SATOP. See Section XIII for SATOP information.
 * Unduplicated Count

Services for the Deaf or Hard of Hearing: Total Agency

The following represents the percentage of affirmative responses for each item. Item 1(a) "Do you use sign language?" reflects the percent of only those who are deaf or hard of hearing who use sign language. Item 1(b) "Did this agency have signing staff?" reflects the percentage of agencies that deaf or hard of hearing consumers identified as having signing staff available for those who use sign language.

	Overall Totals	Total Residential	Total Non-Residential
1. Are you deaf or hard of hearing?	5.2%	5.2%	5.2%
1(a). If yes, do you use sign language?	7.6%	0%	10.6%
1(b). If yes, did this agency have signing staff?	17.0%	13.3%	18.4%
2. Did this agency use interpreters?	8.3%	9.4%	7.9%

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 79.3% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- Consumers in the GTS Adult Program were the most satisfied (82.4%).
- CSTAR Children/adolescent consumers were the least satisfied (74.8%).

✎ Does not include SATOP. See Section XIII for SATOP information.

Satisfaction with Services

How satisfied are you . . .	Total State	CSTAR Women	CSTAR Women Alternative	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	Methadone
with the staff who serve you?	4.22 (1915)	4.12 (257)	4.25 (83)	4.08 (243)	4.27 (311)	4.29 (812)	4.12 (209)
with how much your staff know about how to get things done?	4.08 (1911)	3.93 (259)	4.14 (83)	3.95 (242)	4.13 (313)	4.16 (805)	4.03 (209)
with how staff keep things about you and your life confidential?	4.21 (1919)	4.17 (259)	4.20 (83)	4.13 (240)	4.19 (314)	4.29 (816)	4.06 (207)
that your treatment plan has what you want in it?	4.11 (1907)	4.05 (257)	4.13 (83)	3.97 (244)	4.16 (311)	4.16 (805)	4.10 (207)
that your treatment plan is being followed by those who assist you?	4.16 (1898)	4.09 (255)	4.35 (83)	3.92 (243)	4.21 (309)	4.23 (803)	4.08 (205)
that the agency staff respect your ethnic and cultural background?	4.29 (1876)	4.19 (249)	4.38 (80)	4.27 (242)	4.28 (303)	4.33 (798)	4.23 (204)
with the services that you receive?	4.20 (1915)	4.08 (257)	4.27 (83)	4.05 (242)	4.24 (314)	4.27 (812)	4.16 (207)
that services are provided in a timely manner?	4.08 (1373)	3.93 (177)	4.05 (83)	4.00 (155)	4.14 (251)	4.17 (499)	3.99 (208)
that the staff treats you with respect, courtesy, caring and kindness?	4.07 (548)	3.86 (80)	- (0)	3.80 (86)	3.89 (63)	4.23 (319)	- (0)
that the environment is clean and comfortable?	4.10 (547)	3.73 (80)	- (0)	3.92 (86)	3.76 (62)	4.31 (319)	- (0)
with opportunities for exercise and relaxation?	3.51 (537)	3.04 (79)	- (0)	3.52 (86)	3.03 (62)	3.72 (310)	- (0)
that the meals are good, nutritious and in sufficient amounts?	3.81 (528)	3.16 (80)	- (0)	3.69 (87)	3.42 (64)	4.10 (297)	- (0)
with the childcare provided by the agency?	3.98 (43)	3.98 (43)	- (0)	- (0)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.							

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse programs were satisfied with the services they received. All but three mean ratings on state-level services were above a 4.00 ("satisfied").
- The highest rating was that the agency staff respected the ethnic and cultural background of the consumer (mean of 4.29).
- The lowest rating was with opportunities for exercise and relaxation (mean of 3.51). This item was completed only by residential consumers.
- The CSTAR Women Alternative and GTS Adult consumers were most satisfied with the services they received.

Satisfaction with Quality of Life

How satisfied are you . . .	Total State	CSTAR Women	CSTAR Women Alternative	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	Methadone
with how you spend your day?	3.69 (1904)	3.57 (254)	3.66 (82)	3.42 (240)	3.77 (315)	3.79 (808)	3.60 (205)
with where you live?	3.77 (1885)	3.78 (250)	3.80 (81)	3.67 (238)	3.74 (311)	3.82 (804)	3.73 (201)
with the amount of choices you have in your life?	3.63 (1917)	3.66 (255)	3.89 (82)	3.28 (242)	3.64 (315)	3.74 (813)	3.48 (210)
with the opportunities/chances you have to make friends?	3.82 (1907)	3.80 (254)	3.83 (81)	3.90 (242)	3.80 (312)	3.89 (810)	3.52 (208)
with your general health care?	3.80 (1872)	3.73 (252)	4.07 (82)	3.73 (220)	3.83 (309)	3.88 (801)	3.55 (208)
with what you do during your free time?	3.74 (1897)	3.65 (252)	4.04 (80)	3.76 (238)	3.70 (312)	3.79 (807)	3.55 (208)
How safe do you feel . . .							
in this facility?	4.25 (547)	4.37 (79)	- (0)	4.12 (86)	3.86 (64)	4.34 (318)	- (0)
in your home?	4.26 (1897)	4.24 (251)	4.32 (81)	4.42 (242)	4.27 (311)	4.31 (805)	3.91 (207)
in your neighborhood?	4.08 (1894)	3.99 (249)	4.12 (81)	4.27 (241)	4.08 (312)	4.13 (807)	3.75 (204)
<p>The first number represents a mean rating. Scale: (<i>How satisfied are you...</i>): 1=Not at all satisfied . . . 5=Very satisfied. Scale: (<i>How safe do you feel...</i>): 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>							

Some of the key findings were:

- The quality of life ratings were significantly below the service ratings.
- The highest quality of life rating was for safety in the home (mean of 4.26). Safety in the facility also received a high rating (mean of 4.25).
- The lowest quality of life rating was with the amount of choices in their lives (mean of 3.63).

Comparison by Gender in Residential and Non-Residential Settings Combined

A comparison was made between the genders on the satisfaction survey items. Only five items were significantly different. Males in residential settings were more satisfied with the staff, the environment, opportunities for exercise, and meals. Males were also more satisfied with how safe they felt in their home or agency.

How satisfied are you...	Sex		Significance
	Male	Female	
that the staff treats you with respect, courtesy, caring and kindness?	4.16 (353)	3.90 (184)	F(1,536)=8.37, p=.004
that the environment is clean and comfortable?	4.22 (351)	3.89 (185)	F(1,535)=14.85, p<.001
with the opportunities for exercise and relaxation?	3.62 (347)	3.28 (180)	F(1,526)=8.93, p=.003
that the meals are good, nutritious and in sufficient amounts?	4.01 (340)	3.42 (178)	F(1,517)=35.06, p<.001
with how safe you feel in your home/agency?	4.31 (1109)	4.21 (748)	F(1,1856)=4.12, p=.043
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

Comparison of Race/Ethnic Background in Residential and Non-Residential Settings Combined

A comparison was made among the different racial and ethnic backgrounds to the satisfaction survey items. On the average, Caucasians and those who classified themselves as "other" were more satisfied with services than consumers of other racial and ethnic backgrounds. Caucasians were more satisfied with where they lived, and how safe they felt in the facility, their home/agency, and neighborhood.

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with the staff who serve you?(a, b, c)	4.28 (1344)	4.12 (407)	3.70 (30)	3.69 (36)	4.34 (41)	F(4,1857)=9.22, p<.001
with how much your staff know how to get things done?(c, d, e)	4.13 (1338)	4.00 (408)	3.93 (30)	3.49 (35)	4.19 (42)	F(4,1852)=5.82, p<.001
with how staff keep things about you and your life confidential?(a, c)	4.28 (1342)	4.09 (411)	4.13 (30)	3.67 (36)	4.05 (41)	F(4,1859)=6.34, p<.001
that your treatment plan has what you want on it?(c, d)	4.14 (1337)	4.09 (404)	3.97 (30)	3.50 (36)	4.12 (41)	F(4,1847)=4.48, p=.001
that the treatment plan is being followed by those who assist you?(c, d, e)	4.21 (1333)	4.09 (402)	3.97 (30)	3.39 (36)	4.22 (41)	F(4,1841)=8.26, p<.001
that the staff respect your cultural background?(a, c, d, e)	4.35 (1301)	4.20 (408)	4.07 (30)	3.67 (36)	4.36 (42)	F(4,1816)=8.06, p<.001
with the services you receive?(c)	4.25 (1341)	4.14 (407)	4.00 (29)	3.69 (36)	4.29 (41)	F(4,1853)=4.77, p=.001
that services are provided in a timely manner?(c, d, e)	4.15 (919)	3.97 (330)	3.82 (17)	3.37 (30)	4.25 (36)	F(4,1331)=7.03, p<.001
with where you live?(a)	3.84 (1325)	3.61 (397)	3.77 (30)	3.40 (35)	3.53 (40)	F(4,1826)=4.68, p=.001
with how safe you feel in this facility?	4.30 (426)	4.15 (80)	3.85 (13)	3.83 (6)	3.40 (5)	F(4,529)=2.83, p=.024
with how safe you feel in your home/agency?(a)	4.32 (1331)	4.11 (401)	4.30 (30)	4.00 (36)	4.22 (40)	F(4,1837)=4.12, p=.003
with how safe you feel in your neighborhood?(a)	4.19 (1330)	3.78 (401)	3.90 (30)	3.83 (36)	3.88 (40)	F(4,1836)=13.35, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between White and Black. (b) Interaction between White and Hispanic. (c) Interaction between White and Native American. (d) Interaction between Black and Native American. (e) Interaction between Native American and Other.</p>						

Comparison by Age in Residential and Non-Residential Settings Combined

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. Both adults groups were more satisfied with services and quality of life than the youth. The quality of life issues produced significant differences.

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you?(b)	4.10 (245)	4.23 (1479)	4.35 (132)	F(2,1855)=3.89, p=.021
with how much your staff know how to get things done?	3.98 (244)	4.10 (1475)	4.20 (132)	F(2,1850)=3.03, p=.049
that your treatment plan has what you want on it?	3.99 (246)	4.13 (1467)	4.22 (133)	F(2,1845)=3.41, p=.033
that the treatment plan is being followed by those who assist you?(a, b)	3.95 (245)	4.18 (1463)	4.27 (132)	F(2,1839)=8.04, p<.001
with the services you receive?(a, b)	4.06 (244)	4.22 (1476)	4.32 (133)	F(2,1852)=4.78, p=.009
that the staff treats you with respect, courtesy, caring and kindness?(a, b)	3.78 (88)	4.11 (422)	4.52 (21)	F(2,530)=5.93, p=.003
that the environment is clean and comfortable?(b)	3.88 (88)	4.13 (422)	4.52 (21)	F(2,530)=4.71, p=.009
with how you spend your day?(a, b)	3.40 (242)	3.72 (1472)	3.85 (130)	F(2,1843)=12.29, p<.001
with the amount of choices you have?(a, b)	3.28 (244)	3.68 (1480)	3.70 (132)	F(2,1855)=14.37, p<.001
with how safe you feel in your home/agency?(a)	4.42 (243)	4.25 (1464)	4.17 (131)	F(2,1837)=3.96, p=.019
with how safe you feel in your neighborhood?(a)	4.26 (242)	4.05 (1466)	4.05 (128)	F(2,1835)=4.47, p=.012
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. Scheffe Post-Hoc significance at .05 or less (a) Interaction between ages 0-17 and 18-49. (b) Interaction between ages 0-17 and 50+.</p>				

Comparison by Current Living Situation

A comparison was made of the satisfaction items based on the current living situation of the consumer. Those who lived independently and those who classified their living situation as "other" were the most satisfied with services. Individuals who lived in independent settings were also more satisfied with how they spent their day, where they lived, and the amount of choices in their lives. Those who lived with their biological parents were most satisfied with what they did in their free time and how safe they felt in their home/agency and neighborhood.

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with how much your staff know how to get things done?(b)	4.15 (1207)	3.95 (37)	4.02 (220)	3.73 (73)	3.89 (106)	4.11 (126)	F(5,1768)=5.09, p<.001
with how staff keep things about you and your life confidential?(b, h)	4.26 (1212)	4.11 (37)	4.22 (223)	3.80 (74)	4.11 (104)	4.27 (128)	F(5,1777)=3.66, p=.003
that your treatment plan has what you want on it?(b, e, h)	4.17 (1201)	4.00 (37)	4.16 (220)	3.58 (72)	3.87 (107)	4.15 (128)	F(5,1764)=7.49, p<.001
that the treatment plan is being followed by those who assist you?(b, c, e, f)	4.24 (1200)	4.06 (35)	4.18 (219)	3.76 (71)	3.78 (106)	4.00 (127)	F(5,1757)=9.07, p<.001
that the staff respect your cultural background?(b, e)	4.33 (1183)	4.20 (35)	4.33 (213)	3.89 (73)	4.24 (106)	4.26 (126)	F(5,1735)=3.82, p=.002
with the services you receive?(b, c)	4.28 (1212)	4.20 (35)	4.19 (221)	3.88 (73)	3.95 (105)	4.14 (126)	F(5,1771)=5.51, p<.001
that the staff treats you with respect, courtesy, caring, and kindness?(b, h)	4.14 (988)	3.97 (29)	3.98 (52)	3.66 (50)	3.83 (105)	4.05 (110)	F(5,1333)=4.43, p=.001
with how you spend your day?(b, c)	3.79 (1204)	3.70 (37)	3.63 (221)	3.25 (73)	3.43 (103)	3.66 (126)	F(5,1763)=6.41, p<.001
with where you live?(b, d, e, g, h)	3.87 (1194)	3.54 (37)	3.78 (218)	2.67 (70)	3.75 (102)	3.49 (126)	F(5,1746)=17.96, p<.001
with the amount of choices you have?(b, c)	3.73 (1213)	3.54 (37)	3.67 (218)	3.23 (74)	3.30 (106)	3.39 (127)	F(5,1774)=7.20, p<.001
with opportunities you have to make friends?(b, e, h, g)	3.82 (1204)	3.86 (37)	4.01 (219)	3.29 (73)	3.84 (105)	3.73 (128)	F(5,1765)=6.18, p<.001
with your general health care?	3.85 (1192)	3.95 (37)	3.77 (218)	3.53 (74)	3.57 (97)	3.76 (122)	F(5,1739)=2.85, p=.015
with what you do in your free time?(b, g)	3.81 (1201)	3.51 (37)	3.63 (219)	3.15 (73)	3.95 (104)	3.65 (124)	F(5,1757)=7.02, p<.001
with how safe you feel in your home/agency?(a, b, d, e, f, g, h)	4.36 (1216)	4.08 (37)	3.99 (213)	3.03 (61)	4.53 (105)	4.30 (124)	F(5,1755)=28.97, p<.001
with how safe you feel in your neighborhood?(a, b, d, e, f, g, h)	4.18 (1210)	3.86 (37)	3.79 (214)	2.92 (65)	4.43 (105)	4.15 (124)	F(5,1754)=25.34, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less</i> (a) Interaction between Independent and RTF. (b) Interaction between Independent and Homeless. (c) Interaction between Independent and Biological Parents. (d) Interaction between Homeless and Group Home. (e) Interaction between Homeless and RTF. (f) Interaction between RTF and Biological Parents. (g) Interaction between Homeless and Biological. Interaction between Homeless and Other.</p>							

Comparison by Whether Resided in Residential Treatment

A comparison was made on the satisfaction with services based on whether the individual had lived in a residential treatment facility during the past year. There was only one significant item. Consumers that had not lived in a residential treatment facility were more satisfied with what they do in their free time.

How satisfied are you...	Yes	No	Significance
with what you do in your free time?	3.69 (407)	3.83 (908)	F(1,1314)=4.79, p=.029
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

Comparison Across Programs

A comparison was made across the different residential and non-residential programs. In general the residential CSTAR Child/Adolescent programs received the lowest ratings for satisfaction with services; GTS adult programs the highest. Significant differences were found with eight items.

How satisfied are you...	Non-Residential Programs						Residential Programs				Significance
	CSTAR Women/Children	CSTAR Alternative Women/Children	CSTAR Child/Adol .	CSTAR General	GTS Adult	Methadone	CSTAR Women/Children	CSTAR Child/Adol .	CSTAR General	GTS Adult	
with the staff who serve you?	4.16 (177)	4.25 (83)	4.18 (156)	4.34 (250)	4.28 (494)	4.12 (209)	4.01 (80)	3.91 (87)	3.95 (61)	4.31 (318)	F(9,1914)=4.03, p<.001
with how much your staff know how to get things done?(i)	3.98 (179)	4.14 (83)	3.99 (155)	4.24 (250)	4.17 (490)	4.03 (209)	3.84 (80)	3.87 (87)	3.68 (63)	4.15 (315)	F(9,1910)=1.58, p<.001
with how staff keep things about you and your life confidential?	4.17 (179)	4.20 (83)	4.23 (154)	4.24 (250)	4.27 (498)	4.06 (207)	4.18 (80)	3.93 (86)	4.00 (64)	4.33 (318)	F(9,1918)=2.42, p=.010
that the treatment plan is being followed by those who assist you?(b, c, e)	4.11 (177)	4.35 (83)	3.85 (156)	4.24 (245)	4.19 (489)	4.08 (205)	4.04 (78)	4.06 (87)	4.09 (64)	4.28 (314)	F(9,1897)=3.92, p<.001
with the services you receive?	4.13 (178)	4.27 (83)	4.10 (155)	4.31 (249)	4.28 (497)	4.16 (207)	3.96 (79)	3.97 (87)	3.98 (65)	4.26 (315)	F(9,1914)=3.26, p=.001
that the staff treats you with respect, courtesy, caring and kindness?	- (0)	- (0)	- (0)	- (0)	- (0)	- (0)	3.86 (80)	3.80 (86)	3.89 (63)	4.23 (319)	F(9,547)=2.11, p=.028
that the environment is clean and comfortable?	- (0)	- (0)	- (0)	- (0)	- (0)	- (0)	3.73 (80)	3.92 (86)	3.76 (62)	4.31 (319)	F(9,546)=4.51, p<.001
with the opportunities for exercise and relaxation?	- (0)	- (0)	- (0)	- (0)	- (0)	- (0)	3.04 (79)	3.52 (86)	3.03 (62)	3.72 (310)	F(9,536)=3.51, p<.001

that the meals are good, nutritious, and in sufficient amounts?	- (0)	- (0)	- (0)	- (0)	- (0)	- (0)	3.16 (80)	3.69 (87)	3.42 (64)	4.10 (297)	F(9,527)=6.79, p<.001
with how you spend your day?(h, k)	3.65 (175)	3.66 (82)	3.52 (153)	3.88 (251)	3.84 (494)	3.60 (205)	3.42 (79)	3.24 (87)	3.38 (64)	3.72 (314)	F(9,1903)=6.20, p<.001
with the amount of choices you have?(c, e, g)	3.72 (177)	3.89 (82)	3.25 (155)	3.65 (251)	3.70 (498)	3.48 (210)	3.54 (78)	3.32 (87)	3.63 (64)	3.80 (315)	F(9,1916)=5.21, p<.001
with the opportunities you have to make friends?(m)	3.73 (176)	3.83 (81)	3.88 (155)	3.80 (248)	3.80 (495)	3.52 (208)	3.96 (78)	3.92 (87)	3.78 (64)	4.02 (315)	F(9,1906)=4.10, p<.001
with the general health care?	3.79 (174)	4.07 (82)	3.74 (139)	3.85 (245)	3.85 (491)	3.55 (208)	3.62 (78)	3.70 (81)	3.75 (64)	3.92 (310)	F(9,1871)=3.13, p=.001
with what you do in your free time?	3.73 (174)	4.04 (80)	3.91 (152)	3.77 (250)	3.85 (495)	3.55 (208)	3.46 (78)	3.50 (86)	3.40 (62)	3.70 (312)	F(9,1896)=4.19, p<.001
with how safe you feel in this facility?	- (0)	- (0)	- (0)	- (0)	- (0)	- (0)	4.37 (79)	4.12 (86)	3.86 (64)	4.34 (318)	F(9,546)=2.21, p=.020
with how safe you feel in your home/agency?(f, j, l)	4.24 (178)	4.32 (81)	4.55 (155)	4.30 (249)	4.38 (497)	3.91 (207)	4.25 (73)	4.17 (87)	4.16 (62)	4.19 (308)	F(9,1896)=5.85, p<.001
with how safe you feel in your neighborhood? (a, d, e, f, g, l)	3.99 (178)	4.12 (81)	4.47 (154)	4.15 (249)	4.20 (496)	3.75 (204)	3.99 (71)	3.91 (87)	3.78 (63)	4.01 (311)	F(9,1893)=6.74, p<.001

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between CSTAR Women/Children Non-Residential and CSTAR Child/Adolescent Non-Residential.
- (b) Interaction between CSTAR Child/Adolescent Non-Residential and CSTAR General Non-Residential.
- (c) Interaction between CSTAR Child/Adolescent Non-Residential and GTS Adult Non-Residential.
- (d) Interaction between CSTAR Child/Adolescent Non-Residential and CSTAR General Residential.
- (e) Interaction between CSTAR Child/Adolescent Non-Residential and GTS Adult Residential.
- (f) Interaction between CSTAR Child/Adolescent Non-Residential and Methadone Non-Residential.
- (g) Interaction between CSTAR Child/Adolescent Non-Residential and CSTAR Alternative Women/Children Non-Residential.
- (h) Interaction between CSTAR General Non-Residential and CSTAR Child/Adolescent Residential.
- (i) Interaction between CSTAR General Non-Residential and CSTAR General Residential.
- (j) Interaction between CSTAR General Non-Residential and Methadone Non-Residential.
- (k) Interaction between GTS Adult Non-Residential and CSTAR Child/Adolescent Residential.
- (l) Interaction between GTS Adult Non-Residential and Methadone Non-Residential.
- (m) Interaction between GTS Adult Residential and Methadone Non-Residential.

Comparison of Residential and Non-Residential Settings

A comparison of satisfaction items was made between those who lived in a residential setting and those who did not. Eight items showed significant differences based on this variable. Those who did not live in the residential setting were the most satisfied with the staff, that the staff knew how to get things done, and with services received. Those not in residential settings were more satisfied with the way they spent their day, what they did in their free time and how safe they felt in their home/agency and neighborhood. Those in residential settings were more satisfied with their opportunity to make friends.

How satisfied are you...	Non-Residential	Residential	Significance
with the staff who serve you?	4.26 (1160)	4.16 (546)	F(1,1705)=5.26, p=.022
with how much your staff know how to get things done?	4.13 (1157)	4.00 (545)	F(1,1701)=7.16, p=.008
with the services you receive?	4.24 (1162)	4.14 (546)	F(1,1707)=4.83, p=.028
with how you spend your day?	3.77 (1155)	3.56 (544)	F(1,1698)=15.72, p<.001
with the opportunities you have to make friends?	3.80 (1155)	3.97 (544)	F(1,1698)=10.33, p=.001
with what you do in your free time?	3.84 (1151)	3.60 (538)	F(1,1688)=17.96, p<.001
with how safe you feel in your home/agency?	4.36 (1160)	4.19 (530)	F(1,1689)=11.54, p=.001
with how safe you feel in your neighborhood?	4.19 (1158)	3.96 (532)	F(1,1689)=17.26, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			